

APPENDIX 911

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APPENDIX E911

1. INTRODUCTION

- 1.1 This Appendix sets forth terms and conditions that shall apply to SPRINT for 911 (E911) arrangements.
- 1.2 The prices at which TDS TELECOM agrees to provide SPRINT with 911 arrangements are contained in the applicable TDS TELECOM tariffs or Appendix PRICING (in the case that TDS TELECOM is the E911 system provider).

2. 911 SERVICE

- 2.1 911 Arrangements are arrangements for routing 911 calls from SPRINT Customers to the appropriate Public Safety Answering Point ("PSAP"), passing certain customer information for display at the PSAP answering station based on the class of 911 service (Basic 911 or E911) deployed in the area. TDS TELECOM shall provide 911 Arrangements to SPRINT as described in this Appendix 911 in each exchange in which: (i) SPRINT is authorized to provide local exchange services, and (ii) TDS TELECOM is the 911 service provider. In providing 911 Arrangements to SPRINT, TDS TELECOM shall comply with all laws, rules and regulations concerning emergency services.

2.2 Service and Facilities Provided

- 2.2.1 TDS TELECOM will provide SPRINT with multiplexing at a designated TDS TELECOM Central Office at the rates set forth in the APPENDIX Pricing and / or pursuant to the terms and conditions in applicable tariffs. TDS TELECOM will also provide SPRINT upon request with dedicated trunking from the TDS TELECOM Central Office to the designated TDS TELECOM Control Office(s) with sufficient capacity to route SPRINT's originating 911 calls over Service Lines to the designated primary PSAP or to designated alternate locations. Trunks shall be established as CAMA MF trunks until SS7 connectivity is required by the applicable jurisdiction. Thereafter, trunks shall be established with SS7 signaling and both parties will cooperate to implement CCIS trunking. Such trunking will be provided at the rates set forth in the APPENDIX Pricing or applicable state tariff. If SPRINT forwards the ANI information of the calling party to the Control Office, TDS TELECOM will forward that calling number and the associated street address to the PSAP for display. If no ANI is forwarded by SPRINT, TDS TELECOM will display a Central Office identification code for display at the PSAP.

- 2.2.2 SPRINT will provide a minimum of two (2) one-way outgoing channels per diverse path to route originating 911 traffic from SPRINT's End Office(s) to the TDS TELECOM Central Office(s). The points of Interconnection for primary and diverse routes are identified elsewhere in

this Interconnection Agreement. SPRINT may, at its option, acquire such trunking from TDS TELECOM at rates, terms and conditions provided in TDS TELECOM's tariffs.

- 2.2.3 TDS TELECOM shall assure sufficient capacity at its 911 selective routers to meet SPRINT's requests for interconnection within thirty (30) business days after receipt of the request. When TDS TELECOM network force and load conditions require a longer implementation timeframe, TDS TELECOM will notify SPRINT within five (5) business days after receipt of the request and the timeframe will be agreed upon.
- 2.2.4 TDS TELECOM shall provide the following information to SPRINT and shall promptly notify SPRINT of any changes:
 - 2.2.4.1 TDS TELECOM processes and requirements for ordering trunks for 911 service and interconnection to the 911 selective router.
 - 2.2.4.2 Trunk group specifications.
 - 2.2.4.3 Maintenance procedures for 911 trunk groups, including, but not limited to, contact names and numbers, escalation lists, and the hours that maintenance is available.
 - 2.2.4.4 TDS TELECOM will provide specific information on TDS TELECOM Selective Routers for each rate center NPA/NXX to assist SPRINT in designing its 911 trunk groups.
 - 2.2.4.5 Lists of rate centers in which Database Management System (DMS) management and selective routing for E911 calls is provided by different entities for different portions of the same rate center.
- 2.2.5 When SPRINT routes calls to TDS TELECOM selective routers, TDS TELECOM shall route such calls to PSAP. TDS TELECOM shall validate and provide SPRINT customer information from the ALI/ANI database.
- 2.2.6 SPRINT shall pay TDS TELECOM charges as set forth in the APPENDIX Pricing (in the case that TDS TELECOM is the E911 system provider) or in the applicable state tariffs.
- 2.2.7 In the event of a TDS TELECOM or SPRINT 911 trunk group failure, the Party that owns the trunk group will notify, on a priority basis, the other Party of such failure, which notification shall occur within two (2) hours of the occurrence or sooner if required under Applicable Law. The Parties will exchange a list containing the names and telephone numbers of the support center personnel responsible for maintaining the 911 Service between the Parties.
- 2.2.8 SPRINT will monitor the 911 circuits for the purpose of determining originating network traffic blockages. SPRINT will notify TDS

TELECOM if the traffic study information indicates that additional circuits are required to meet the current level of 911 call volumes.

2.2.9 Incoming trunks shall be engineered to assure minimum P.01 grade of service as measured using the "busy day/busy hour" criteria.

2.2.10 Additional Limitations of Liability Applicable to 911/E911 Service.

2.2.10.1 TDS TELECOM is not liable for the accuracy and content of 911 call information that SPRINT delivers to TDS TELECOM for routing or delivery to the PSAP. SPRINT is responsible for maintaining the content and accuracy of ALI data.

2.2.10.2 Notwithstanding anything to the contrary contained herein, TDS TELECOM's liability to SPRINT and any third party shall be limited to the maximum extent permitted by state statute.

2.2.11 TDS TELECOM will not be responsible for submitting any applicable 911 surcharges to be assessed to the appropriate municipality where SPRINT provides facility based local exchange service.

2.2.12 SPRINT will be responsible for providing a separate 911 trunk group for each rate center, county or geographic area that it serves if such rate center, county or geographic area has a separate default routing condition. In addition, in the case of CAMA MF trunks, only one (1) NPA of traffic may be transmitted over a single 911 trunk group. When a unique default routing condition is present, SPRINT shall provide sufficient trunking and facilities to accommodate those default PSAP requirements, SPRINT is responsible for requesting facilities routed diversely for 911 interconnection.

2.2.13 SPRINT shall be responsible for determining the proper quantity of trunks and facilities from its switches to TDS TELECOM 911 Selective Router Offices.

2.2.14 SPRINT acknowledges that its End Users in a single local calling scope may be served by different SRs and SPRINT shall be responsible for providing facilities to route calls from its End Users to the proper E911 SR.

2.2.15 SPRINT will be responsible for the isolation, coordination and restoration of all 911 network maintenance problems to SPRINT's demarcation. TDS TELECOM will be responsible for the coordination and restoration of all 911 network maintenance problems beyond the demarcation. SPRINT is responsible for advising TDS TELECOM of the circuit identification when notifying TDS TELECOM of a failure or outage. The Parties agree to work cooperatively and expeditiously to resolve any 911 outage. TDS TELECOM will refer network trouble to SPRINT if no defect is found in TDS TELECOM's network. The Parties agree that 911 network problem resolution will be managed in an expeditious manner at all times.

- 2.2.16 SPRINT shall be solely responsible for providing test records and conducting testing on calls on all new NPA/NXXs.
- 2.2.17 Basic 911 and E911 access from the SPRINT local switch may be provided to SPRINT in government jurisdictions where TDS TELECOM has obligations under existing agreements as the primary provider of the 911 System to the county (Host TDS TELECOM), SPRINT shall participate in the provision of the 911 System as follows:
- 2.2.17.1 Each party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each party's portion of the 911 System.
- 2.2.18 If a third party is the primary service provider to a government agency, SPRINT shall negotiate separately with such third party with regard to the provision of 911 services to the agency. All relations between such third party and SPRINT are totally separate from this Agreement and TDS TELECOM makes no representations on behalf of the third party.
- 2.2.19 If SPRINT or its Affiliate is the primary service provider to a government agency, SPRINT and TDS TELECOM shall negotiate the specific provisions necessary for providing 911 services to the agency and shall include such provisions in an amendment to this Agreement.
- 2.2.20 TDS TELECOM shall comply with established, competitively neutral intervals for installation of facilities.
- 2.2.21 In a resale situation, where it may be appropriate for TDS TELECOM to update the ALI database, TDS TELECOM shall update such database with SPRINT data in an interval at Parity with that experienced by TDS TELECOM end users.
- 2.2.22 The following are Basic 911 and E911 Database Requirements:
- 2.2.22.1 SPRINT shall be responsible for obtaining the Master Street Address Guide (MSAG) for the SPRINT's respective exchanges or communities. Upon request TDS TELECOM will provide contact information to assist SPRINT in obtaining the MSAG.
- 2.2.22.2 SPRINT shall be solely responsible for providing SPRINT database records on a timely basis to the E911 Agency or other parties responsible for management of the ALI database.
- 2.2.22.3 SPRINT shall ensure that its switch provides an eight-digit ANI consisting of an information digit and the seven-digit exchange code. SPRINT shall also ensure that its switch provides the line number of the calling station. Where

applicable, SPRINT shall send a ten-digit ANI to TDS TELECOM when there is an ANI failure the SPRINT shall send the Central Office Trunk Group number in the Emergency Service Central Office (ESCO) format.

- 2.2.22.4 Each ALI discrepancy report shall be jointly researched by TDS TELECOM and SPRINT. Corrective action shall be taken immediately by the responsible party.
- 2.2.22.5 TDS TELECOM shall notify SPRINT forty-eight (48) hours in advance of any scheduled testing or maintenance affecting SPRINT 911 service, and provide notification as soon as possible of any unscheduled outage affecting SPRINT 911 service.
- 2.2.22.6 SPRINT shall be responsible for reporting all errors, defects and malfunctions to TDS TELECOM. TDS TELECOM shall provide SPRINT with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.
- 2.2.22.7 SPRINT may enter into subcontracts with third parties, including SPRINT Affiliates, for the performance of any of SPRINT's duties and obligations stated herein.
- 2.2.22.8 Where TDS TELECOM manages the E911 database:
 - 2.2.22.8.1 TDS TELECOM shall enter the SPRINT's End User 911 Records in the database for the E911 DBMS. SPRINT or its representative is responsible for providing records for end user updates in a form that meets NENA standards.
 - 2.2.22.8.2 TDS TELECOM shall coordinate access to the TDS TELECOM E911 DBMS for the initial loading and updating of SPRINT End User 911 Records.
 - 2.2.22.8.3 TDS TELECOM will update SPRINT's End User Records in the E911 DBMS. TDS TELECOM will provide SPRINT an error and status report.

3. APPLICABILITY OF OTHER RATES, TERMS AND CONDITIONS

- 3.1 Every interconnection and service provided hereunder shall be subject to all rates, terms and conditions contained in this Agreement which are legitimately related to such interconnection or service.